Mark Green

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07961033404  
Willing to relocate to: Liverpool - Warrington - Manchester

Work Experience

o2 Telefonica - Preston Brook, Cheshire October 2007 to Present

1)Retention sales, dealing with customers requesting to leave, for various reason eg seen a cheaper deal

2)Any customer service issue and stand in when asked in another department depending on sickness, maternity etc

**One Stop Shop**

1. In 2007 I started as a Customer Service Agent level 2

The principle behind OSS was to deal with any customer issue from sales, retention and any solvable technical issue up to the point were the customer made it clear they wanted to leave to join another network

At that point we would transfer the client to our retention department who had the authority to start to discount any declined offers rather than lose the customer

1. After four years in the One Stop Shop department I was transferred to Pre Pay (Pay As You Go) retention
2. This was a completely different challenge as prepay customers are not tied into a contract
3. I therefore had to develop the ability to retain a customer who though not committed to a contract could be saved by promoting benefits and discounts that they may not be aware of
4. The most beneficial retention tool I used in this situation was to try and convert the customer to a contract as after looking at their average spend a sim only deal (the customer provides the mobile, o2 the minutes txt and data) I could in most situations build a deal that gave significantly more minutes txt and data for a much cheaper price although they would have to commit for at least twelve months

Virginmedia (2005 till 20070

1. Technical advisor
2. Dealing with customers who had lost wifi connection
3. Using various tools and processes to try an re-start connection
4. We had the ability to connect to the customers router and go through various options to re-start, although at the time digital technology was not advanced as it is now
5. Expected to resolve 50% of connection loss (I achieved this)
6. If unable to resolve I would organise an engineer to visit the customers home

Brief outline of experience prior to 2005

1. Ran my own small business (eventually sold for ten times the outlay)
2. Coffee shop and sandwich bar in the main business area at the centre of Liverpool
3. Drove a Hackney Cab (you may know these vehicles as Black London cabs)
4. Extensive knowledge required (requirement to pass the “knowledge test”

Education

5 Gcse's - Runcorn

October 2014 to Present

Driving, Microsoft, excel, all computer skills

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Certifications/Licences

**Driving License**

June 2019 to May 2024

licence number GREEN505114MD9CA  
Licenced to drive AM/A/B1/B/C1/D1/ if/k/n/p/q This includes up to 7.5 tonne

Additional Information

Although still working for o2 Telefonica, I am getting nearer an age where I want to take up another challenge before I get stale and lose desire,

But I want to continue working for at least another five tom ten years in a more challenging environment.

A better explanation being self employed for half of my working life, I am happy to go back to a self employed position depending on the circumstances